MSP Airport Accessibility Update

Universal Access in Aviation
October 27, 2022
Agenda

• New Programs
  - Travel Confidently MSP Education Center
• Future Programs
  - Talk-to-Text
New Program
• Initial contact with Delta in May 2021.

• Delta donated flight crew trainer from ATL that was going to be retired.

• Seventeen pallets moved through terminal 1 overnight and installed (no drawings!) in space between C15 and C16.

• Worked with local artist organization Juxtaposition to design aircraft and wall wrap that considers those who are neurodiverse.

• Grand opening held on May 23, 2022.
• Located behind security – non-badged users require a concourse pass

• Multiple users and organizations who want to use requires that it be reserved for use
  • Service animals in training (monthly)
  • Services for the blind
  • Wheelchair pusher training (weekly)
  • United Airlines – Take your child to work day
Future Programs
Talk-to-Text Pilot

• Concern raised at TDAC: Not all passengers have opportunity to hear gate announcements

• GOAL: Improve accessibility to information airline gate agents provide by converting their announcements to text and displaying that on gate monitors as close to real-time as possible
• TIMING: Functioning in MAC IT lab currently. Rollout very soon

• TEST LOCATIONS:
  • Terminal 1 – gates E1-E4
  • Terminal 2 – gate H12

• ULTIMATE GOAL:
  • All MSP gates utilizing this technology
Thank you!